

Feb. 4, 2011

This Week:

- Preservation of Mukilteo Ferry Terminal Begins This Week
- Kwa-di Tabil Class Ferries Progress Meeting
- WSF Film Shoots
- Presentation to the House Transportation Committee
- Customer Compliments

Preservation of Mukilteo Ferry Terminal begins this week

A floating dolphin at the Mukilteo ferry terminal is scheduled to be replaced this week. A dolphin is an in-water structure that helps guide the ferry into the slip. A new dolphin was towed Thursday to the terminal and should be in place by the end of the weekend. This dolphin replaces the aged and undersized timber floating dolphin currently in service. Installation work involves placing the anchor system, removing the timber dolphin then attaching the new concrete floating dolphin in the timber dolphins place. A floating dolphin may also be moved to a new location should the terminal be relocated in the future.

Additionally, night work has begun on the Mukilteo transfer span. Scaffolding will be placed and electrical work will begin on the transfer span. Single lane loading will be in effect but no disruption of service is expected. This work is leading up to the temporary three-day closures scheduled for late March and early April that I reported on last week. For more information on this project visit www.wsdot.wa.gov/Projects/Ferries/mukilteoterminal/preservation.

Kwa-di Tabil Class Ferries Progress Meeting

I attended a meeting at Todd Pacific Shipyards this week to talk about the status of the Kwa-di Tabil Class Ferries. I toured both the Salish and Kennewick ferries and I am impressed with the progress of work. The Salish will make an initial journey under tow on Monday, Feb. 7 from Todd Pacific Shipyards to Everett Shipyard for final outfitting and system testing prior to conducting dock and sea trials. For the newest photos of ferry construction, visit www.flickr.com/photos/wsdot/sets/72157623767660087

WSF Film Shoots

From time to time, WSF is asked to accommodate film shoots on our vessels. Not only is it a way to showcase the ferries, but it also brings revenue into the system. Last Saturday, Mary Bridge Children's Hospital of Tacoma filmed aboard the Rhododendron on the Pt. Defiance/Tahlequah route. This Saturday, we are hosting a NBC/Universal film crew who are producing a piece about Olympic National Park for broadcast on the Weather Channel. They'll be filming aboard a morning run from Edmonds to Kingston.

Presentation to the House Transportation Committee

On Thursday, I joined Todd Pacific Shipyards CEO Steve Welch in a presentation to the House Transportation Committee on the new vessel construction program. We briefed them on the successful progress of the Kwa-di Tabil Class ferries as well as work done on the design for the 144-car ferry. You may view the presentation on the TVW archives by visiting www.tvw.org.

Customer Compliments

I received the following commendations from our customers this week that I would like to pass along. Many thanks to the efforts of WSF vessel and terminal staff for their commitment to excellent customer service!

Received Jan. 31:

I wanted to bring to your attention some outstanding customer service performed by several of your employees on Sunday, January 30. I was on the 10:35 am sailing from Seattle, and upon arrival at Bainbridge Island, realized that my car wouldn't start. As you can imagine, I was embarrassed and stressed out about it, but I needn't have worried. As soon as she saw what was going on, one of the deckhands came over to explain that they would push my car off the ferry, then someone would jumpstart my car. Then another deckhand noticed my bike rack, so he helped me take it off my car and stow it in my trunk. Another deckhand pushed my car off the ferry, then Lee, who

was on the dock, quickly jumpstarted my car. During all this, everyone was courteous, helpful, and reassuring. They made me feel like I was a valued customer, and that I wasn't causing them any trouble at all. Just like Nordstrom's, they gave me world-class service. My only regret is that I did not get all of their names! I understand that they were the "D-watch" on the ferry Tacoma that day. Is there any way you can let them know how much I appreciated their help?

Received Jan. 25:

Just wanted to say thanks again to the ferry workers on the 12:40 boat to Orcas Island and the workers at the Anacortes terminal for the return of a lost ring this past Saturday. We have great gratitude and just appreciate the return! We got super lucky and respect everyone's honesty. Thank you again!

Next Week:

- Sponsored attendance at Passenger Vessel Association Convention in St. Louis
- Continuation of briefings with House and Senate Transportation Committees

David Moseley's weekly reports are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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